



Volunteer Program Report

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Volunteer Program Coordination Team, Fiscal Year 2003-2004

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INTRODUCTION

In 1997 five state agencies, (Aging, Health, Juvenile Services, Public Institutions, and Social Services) merged into the Nebraska Health and Human Services System (HHSS). As a result, the volunteer programs merged and the HHSS Volunteer Program was organized. All employees serving as Volunteer Coordinators in the former agencies retained their responsibilities as Volunteer Coordinators. Currently, there are 48 Volunteer Coordinators working statewide in local service offices, facilities, and in the central office. Since these Volunteer Coordinators have other primary responsibilities, volunteer coordination is a small part of their job. As exemplified by the following statistics, the limited investment made by Volunteer Coordinators has a large payoff for HHSS.

The HHSS Policy Cabinet adopted Minimum Operating Standards in April 1999, followed by the appointment of a state Volunteer Program Coordination Team. The team is comprised of one person from each of the six Service Areas, * appointed by the Service Area Administrator and each 24-hour facility, appointed by the Facility CEO; and one person representing HHSS central administration, appointed by the Policy Cabinet. A liaison from central administration was also appointed by the Policy Cabinet to assist the team. The responsibilities of the team include: (1) overseeing and recommending adjustments to the HHSS Volunteer Program standards and procedures, (2) developing volunteer program printed materials for statewide usage, (3) planning annual statewide recognition of volunteers, (4) arranging training and technical assistance for Volunteer Program staff and (5) providing an annual report. Team members serve as a resource for Volunteer Coordinators to assist with ideas, answer questions, and provide communication for purposes of continuity. Within the team, a communication lead was designated from each Service Area to ensure timely dissemination of information.

Nebraska Health and Human Service System Philosophy

The Utilization of volunteers provides a cost-effective means of supporting staff as well as assisting in the enhancement of service delivery. Staff at all levels should have the opportunity to be involved in planning effective utilization of volunteers. A well-managed volunteer program contributes to improved quality and quantity of services. Our mission is best served by the active participation of community citizens. To this end, we accept and encourage the involvement of volunteers at all levels of the system and within all appropriate programs and activities. In recognition of this belief, the Nebraska Health and Human Services System will maintain the following basic philosophy regarding the utilization of volunteer services:

- Volunteers are people with skills and needs.
- The trained and supported volunteer will be a good ambassador to the community at large.
- Most jobs within the HHSS can be extended, reinforced, or enriched by volunteer contributions. In no circumstances will a volunteer be a replacement for paid staff.
- Appropriate selection, placement, training and supervision of volunteers is essential so that the special skills each person brings to the job can best be utilized to the benefit of HHSS and volunteers alike.
- The benefits that can result from a good volunteer and staff partnership exceed the administrative effort involved.
- Timely and meaningful recognition is key to the retention of volunteers.

(ADMINISTRATIVE POLICY, APRIL 13, 1999)

This report was developed by the Nebraska HHS System Volunteer Program Coordination Team to summarize volunteer program activity for fiscal year 2003-2004. The team wishes to thank and acknowledge Mary Sukovaty, Data Entry Team Leader, for gathering and entering the volunteer statistics. As of December 15, 2005 the team was responsible for entering their own data into the data base. All coordinators were offered the opportunity to work on the “test” sight from July 2004-Dec 2004. After that day the team transferred to the “live” data system.

Executive Summary

This section is an executive summary of information provided in detail later in this report.

Administrative Accomplishments: The Nebraska HHS System Volunteer Program Coordination Team was established in July 1999. This team is comprised of members from all areas of the state. In fiscal year 2003-2004, the Team accomplished the following:

- * Updated minimum standards for the Volunteer Program which the Policy Cabinet approved.
- * Provided a statewide training opportunities for HHS volunteer Coordinators
- * Implemented and fine-tuned the new data reporting system set up by Lincoln with the assistance of Joanne Badura – Team Facilitator. HHS Volunteer Coordinators now enter their own volunteer hour and donation data on the computer vs having Lincoln Office do this for us. Data is entered monthly and reports can be run as needed by the team. This was accomplished 6 months before the completion due date. As the mainframe in Lincoln with this previous data recording program will be eliminated June 2005.
- * Distributed Volunteer Program Guidebook to local HHS Volunteer Coordinators and Administration throughout state upon request. 2004-2005 Guidelines will be revised by the team.
- * Initiated statewide recognition items for National Volunteer Week in April
- * Encouraged and supported ongoing volunteer recognition in local offices throughout the year
- * Provided information regarding the Volunteer Program statewide through an article in “Connections”

Value of Time and Donations: The Team oversees the volunteer program statewide, including the collection of data on volunteer service and donations. A standardized data collection system was put in place January 1, 2002.

During the report period, HHSS benefited from services provided by volunteers either working individually or through membership in an organization. This service represented 79,676 hours of volunteer time. Using the Independent Sector national standard of the value of volunteer time, volunteer service is valued at \$ 17.19 per hour for a total benefit of \$1,369,631.00. Through a combination of contributions of goods, in-kind services, and money, HHSS received \$369,750.00 in donations. **Total benefit to HHSS in volunteer time and donations equals \$1,739,381. 00.**

Volunteers: Volunteers come to the Nebraska Health and Human Services System from schools and colleges, churches, Veterans' organizations, community organizations, and the public. They are of all ages and vary in socio-economic levels, education and experience, representing a very diverse background.

Volunteer Work: Volunteers and interns were engaged in work statewide in Nebraska HHS System facilities, the central office, and local service offices. Examples of activities volunteers were involved in include general office work and office coverage, recreational activities and outings, mentoring, tutoring, youth group sessions, meal delivery and transportation. Volunteers were also involved in music programs, special event luncheons and parties, yard and garden work maintenance of bird habitats, library, snow removal and yard maintenance for elderly and disabled clients, regular telephone contact with housebound individuals, and one-to-one personal assistance and support.

Volunteer Recognition: Volunteers were recognized during National Volunteer Recognition Month with a number of special events occurring during National Volunteer Week, April 18-24, 2004, or at the end of their volunteer experience in many local HHSS offices. The HHSS theme for volunteer recognition this year was "Thank you for your Time." Volunteers were given an engraved clock as tokens of appreciation for their yearly contribution. were given an ink pen as tokens of appreciation for their yearly contribution.

Benefits of Volunteer Service to Nebraska HHS System

The utilization of volunteers within the Nebraska Health and Human Services System provides a cost-effective means of supporting staff at all levels. According to the Independent Sector, a nationally recognized non-profit management organization, the dollar value of volunteer time assigned is \$17.19 per hour. **The dollar benefit of volunteer time within the HHSS (total hours x \$17.19 per hour) is \$1,369,631.00.** During times when state agencies haven been asked to "do more with less," volunteers play a role in improving the quantity and quality of service.

Volunteer assist programs and facilities with activities, enable staff to perform other duties, help fulfill the agency mission, assist in creating a higher standard of living for those served, and create a likelihood that those served will be law abiding citizens. Volunteerism provides a powerful tool for bringing people from all walks of life together to interact and solve problems. Volunteers provide valuable role models for many of those served by the Nebraska HHS System, and volunteers themselves also benefit by deriving satisfaction from helping improve the lives of others.

The benefits of a well-managed volunteer program exceed the administrative effort involved and the active participation of volunteers enhances the achievement of the Nebraska Health and Human Services System mission.

Contributions of Services, Goods and Monetary Donations

Since January 1, 2000 all Nebraska HHS System entities are reporting contributions and donations in a standardized way. For reporting purposes, donations were divided into 10 areas: household goods/appliances, clothing, food products, cash/checks, personal sundries, toys, services, gift certificates, miscellaneous and recreational items.

Donations are used within the facilities for members/patients/youth to assist clients, state wards, families at risk and individuals on public assistance. Donations are also received for foster parent and volunteer recognition.

Typical items received:

Household Goods/Appliances: microwaves, blankets, rocking chairs, furniture, park benches, wood working equipment and carpeting.

Total \$32,950.00

Clothing: adult and children's clothing (i.e., shoes, coats, mittens, gloves, hats, scarves, etc.)

Total \$69,730.00

Food Products: for recreational activities and recognition events and a minimal amount of emergency food.

\$34,687.00

Cash/Checks: 78,830.00

Personal Sundries: toothpaste, tooth brushes, soap, deodorant, razors, make-up, beauty products, hair products, brushes, sunscreen, bug spray, etc.

Total: \$13,201.00

Toys: electronic games, dart boards, puzzles, board games, playing cards, computer games, dolls, and other items for children.

Total: \$31,876.00

Services: worship services, sewing, moving and cleaning.

Total: \$13,671.00

Gift Certificates: local retail stores and restaurants.

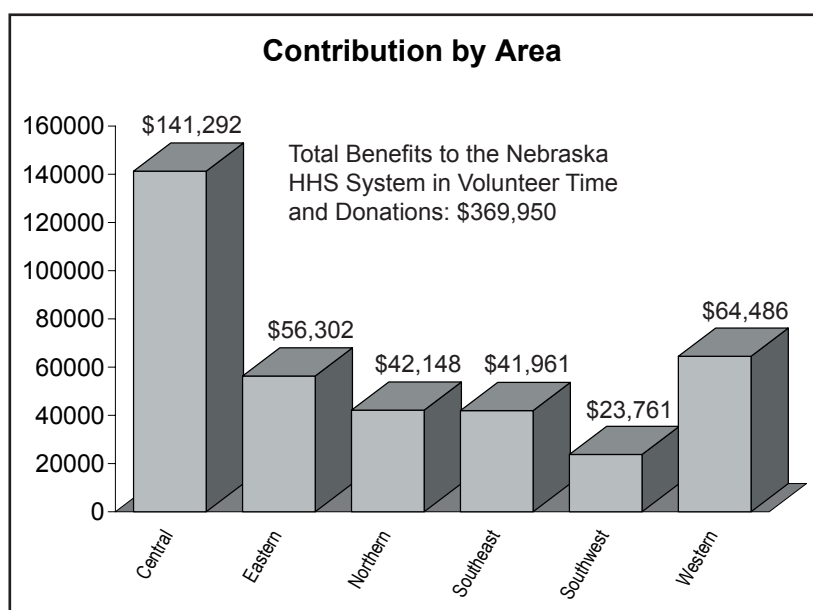
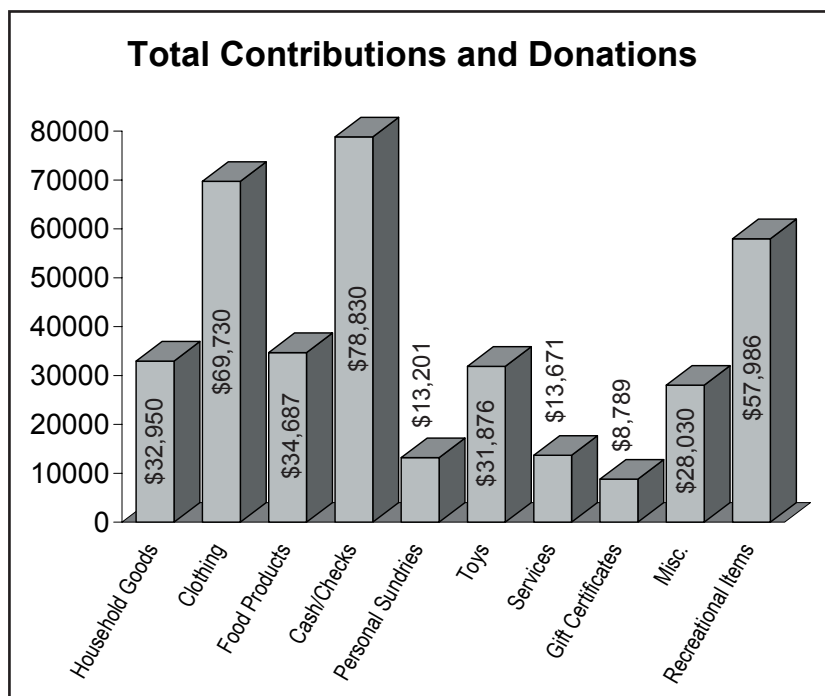
Total: \$8,789.00

Miscellaneous Items: bibs; lap robes; table trays favors; floral arrangements; table cloths; wallets; framed art work; greeting cards; fish for the lake; bird, rabbit, chicken and fish food; party paper items; electric wheelchairs; Hoyer lifts; quilts; and afghans.

Total \$28,030.00

Recreational Items: balls, bikes, fishing licenses, fishing equipment and bait, books, videos, magazines and subscriptions, newspapers, audio visual equipment, green ware for ceramics shop and zoo admission passes.

Total: \$57,986.00



VISION FOR THE NEXT FISCAL YEAR

The Nebraska HHS System Volunteer Program Coordination Team has developed and implemented many initiatives over the past four years. The team plans to continue to promote volunteerism and support Volunteer Coordinators.

On a yearly basis the team proposes to:

- Meet quarterly.
 - Expand membership to increase participation in team.
 - Choose a theme and token of appreciation for Volunteer Recognition statewide. The service areas and facilities are able to choose whether they participate or develop their own recognition plans.
 - Offer annual training for Volunteer Coordinators. (Administrative Policy states, “Volunteer Coordinators will be offered, at a minimum, six hours of in-service training annually related to the management of volunteers and /or professional development.”)
 - Educate and inform supervisors regarding the benefit of training for Volunteer Coordinators in an effort to increase attendance at the annual training sponsored by the Volunteer Program Coordination Team.
 - Maintain and update Volunteer Program Guidelines as needed.
 - Develop an ongoing, collaborative relationship with the Nebraska Volunteer Service Commission.
 - Advocate for continued administrative support of volunteer programming within HHS.
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AREA HIGHLIGHTS

Central Service Area

There are 5 Volunteer Coordinators in the Central Service Area (CSA), supervising volunteer programming in 21 counties, including two facilities.

In **Grand Island**, 5 interns from Central Community College and UNK worked with Protection and Safety, Resource Development, and Office of Juvenile Services workers. Those assigned to PS/OJS get excellent on-the job training and are able to do many things independently towards the end of their internship. Two of the 400-hour interns have been hired as Protection and Safety Workers.

Hastings- One intern from UNK, finished up her 130-hour internship in July-August. During her internship, she completed many duties for us, including updating our library and visiting a foster home to help in conducting a home visit. We had two students volunteering after school, during the summer and holidays. They completed projects like helping set up for parties and training, photocopying, setting up the library, helping pack for our move, and stuffing bags for recruiting of new foster parents. We also had a college student who needed volunteer work for a day, for class credit. She did a much-needed mailing to our foster parents. There are two on-going developmentally disabled volunteers who do shredding, file dismantling and envelope stuffing.

Kearney has utilized many volunteers in their front office from Workforce Development. These volunteers get work experience while answering phones, filing and doing other office duties. The office also worked with a hearing impaired person through Vocational Rehabilitation. Several retired workers have also come back to the Kearney Office as volunteers to help out.

Red Cloud has two long-term volunteers who act as receptionist one day a week while the SSW works with clients. Without the volunteers to act as receptionist, the SSW would have been interrupted each time someone came into the office or the phone rang.

Grand Island Veterans Home's Volunteer Services primary goal is to assure an adequate number of competent volunteers to supplement staffing to provide additional programming or services assuring each Member the opportunity to engage in personally meaningful activities meeting their individual needs, interests, and abilities. Volunteers are utilized for group activities, office assistance, and individual one-on one programming throughout the facility. Without a strong and thriving volunteer program the Home would not be able to present the diverse recreational programming of our mission. The Volunteer program at the Grand Island Veterans Home strives to follow

this “motivational message”; *The Essence of Compassion: Resolve to be tender with the young, compassionate with the aged, sympathetic with the striving, and tolerant with the weak and wrong...because sometime in your life you will have been all of these.*

An average of 40 large group activities are conducted each month, including birthday parties, reading clubs, music concerts, dances, bingo's, and special events (Member attendance to these activities is between 70 to 150 with approximately 10-20 volunteers). There are also 1-3 daily activities per housing unit by the unit activity aides for Members (Member attendance to these activities is between 20 – 30 with approximately 2-4 volunteers). Many special events took place this past year with the help of our group and individual volunteers:



-“New Fishing Hole Introduced”- A couple from Alda Nebraska made a big commitment to the Grand Island Veterans Home Members by offering their “sandpits” and grounds for “Back to Nature” outings. These volunteers spent many hours clearing land, building docks, making nature trails, etc, to accommodate Members and our vehicles. Frequent trips were made this summer to this location where Members enjoyed pontoon boat rides, fishing, BBQ's, nature walks, visiting with the tree dogs, and golf cart rides throughout the grounds. Both daytime

and evening outings took place at this beautiful sight. Whether Member's were fishing, boating or watching sunsets with a hootenanny-taking place, good times were had by all.



-“GIVH Diversity Team” a travel passport- Each month a new country is selected to learn about. Campus staff, Recreation Assistants, volunteers, and guests join in by incorporating unit programs and activities for Members that revolve around these countries. We continued to enjoy a year around the world with the assistance to volunteers, staff and guest speakers. We have invited many “Exchange Students” in our local schools to teach us about the countries they are from.

-“Library Computer Lab” currently houses (4) fully wheelchair accessible personal computers with (3) color printers and Internet access, a scanner. Members can use the computers to play games, send e-mails, search the net, or perform research, etc.

-“:Campus Golf Cart” the GIVH “six passenger golf cart” equipped with a roof and seat belts make it possible to Members to travel in style around campus with staff and volunteers to see the grounds. The American Legion Auxiliary Department of Nebraska purchased the golf cart for the GIVH.

-“Salute a Veteran Week” with a graduation ceremony, and Veterans Parade. The Parade that marches through the front drive and includes the area high school bands, military vehicles, during the entire parade over 2,300 high school, middle and public school students in the “Respect Walk” down the parade route to then take their spots to outline the parade route holding mini American flags.

-“Annual Classic Car and Bike Show” display on Campus with over 100 classic car and bike entrants. This event continues to be the main fundraiser for our employee generated Staff for Santa program – a program that allows employees to purchase a personal Christmas gift for all residents.

-“The 2nd Thunder Rolls” roars through campus - 35 motorcycles from Veteran Motorcycle Organizations from Grand Island and the State visited campus as the roared through our front drive on Sat morning on their way to a local concert. The roars of the engines were exciting to all in attendance.

-“The 2nd Annual United Veterans Club Veterans Appreciation Breakfast”: Volunteers from the United Veterans Club, the Grand Island VFW, VFW Auxiliary, American Legion, American Legion Auxiliary, Sons of the American Legion, and the AMVets held a wonderful breakfast on Veterans Day morning for all Veterans to attend. It was free of charge for all Veterans. The count of those attending was over 1,200.



-“Seasonal Dances and Parties” are sponsored by volunteer organizations throughout the year (Valentine’s Day, St. Patrick’s Day, Hawaiian Luau, Halloween, and New Years Eve), at which volunteers escort and dance to the live music with wheelchair and ambulatory members, serve refreshments, and have fun!

-“Bus Outings” to the local live Horse Races, the Ameristar Casino, dining-out trips to local restaurants, fishing

trips, car races, museums, and scenic tours and reminisce tours on our 14 passenger mini-bus and Recreation van. It would be difficult to offer these types of outings without the help of volunteers. We continue to receive monetary donations throughout the year from generous volunteer groups, and individuals to support group outings.

-“The 5nd Annual Elvis on Campus” was a wonderful show by an Elvis impersonator, a time for Members, Volunteers and staff to get “all shook up”! Volunteers helped to make it an exciting night where there was standing room only. The Sons of the American Legion Squadron #53 were bartenders making many non-alcoholic ice cream drinks for during the concert.

-“The 12th Annual “Youth Fishing Fun” a great summer program to encourage youth from the community to fish with Members during a half-day intergenerational program. The GIVH is the host site for this event, a day that many Members enjoy participating in.

-“6th Annual Mountain Oysters Hit Campus” Volunteers from the “Sons of the American Legion Squadron 53 4th Annual Mountain Oyster Feed”(beef fries) was held in October, an evening Members look forward to each year.



-“Seasonal Events” Individual and group volunteers provide seasonal parties, tray favors, cards, poster displays, and gifts throughout the year to make the holidays and seasonal times special at the GIVH.

-“Nursing and Social Work Interns” completing course requirements are able to complete their hours at the Grand Island Veterans Home under the supervision of their area Department Heads.

The Grand Island Veterans Home utilized volunteers for a total of 13,397 hours for program activities. We had 599 group volunteers, and 378 regular individual volunteers for a total of 977 unduplicated volunteers sharing their time at our Home!

The Northwest High School Sociology Class was awarded the Nebraska First Lady’s Outstanding Community Service - Special Categories – Service Learning Award for their outstanding participation at the Grand Island Veterans Home during the 2004 school year.

A recognition night was held in April to honor the Grand Island Veterans Home volunteers. The awards program was followed by a light buffet meal with social time. Representation from Youth, Adult, Veteran Organizations and Community Partners were present. Each volunteer received a thank you card along with an engraved clock with the Grand Island Veterans Home logo on it. The theme was “Thank you for your Time.

Eastern Service Area

The Thomas Fitzgerald Veterans' Home was blessed with many volunteers who gave many hours of companionship to the members. They gave of themselves so that the members could enjoy an afternoon of bingo or an ice cream social. They sponsored other fun events such as picnics, musical performances and even a Christmas in July party. The generous monetary donations help the members keep busy by paying their way into places such as the zoo, College World Series ballgames and other fun places within the community. It would not be the same Home without volunteers! We are very grateful and appreciate everything they do for us.

Northern Service Area

Ten Volunteer Coordinators in the Northern Area supervise volunteer programming in 24 counties, including two facilities

The Northern Area utilized 186 volunteers for a combined total of 9085 hours.

There were five interns and two volunteers in the **Norfolk office** this past year. The interns were from Wayne State and Northeast Community Colleges. The volunteers/interns worked in a variety of areas including Child Protective Services, Child Support, Resource Development, Clerical Support and with the Child Protective Services staff at the Integrated Care Coordination Unit in Norfolk. The volunteers worked a combined total of 726 hours!

The **Dakota City office** reports that once again, Boys and Girls Home has provided volunteers to shovel snow and maintain the yards of the elderly and/or disabled. Thanks to their efforts, eight households have been able to remain independent and stay in their homes. This year, the Dakota City Economic Support and Child Support Offices as well as the South Sioux City Developmental Disabilities Office and the Dakota City Resource Developer moved to a new location. Several volunteers made this move easier with their hanging of bulletin boards, pictures and dry erase boards. Also, much appreciated was their brawn in helping to move many heavy items. A community service worker helped with distribution

of foster/ adoptive parent recruitment materials and putting together packets. In **Thurston County**, a volunteer manned the phones for several weeks as the support staff dealt with a family illness. As always much thanks goes to local businesses and professionals for their donations and time to the Foster Parent Appreciation Dinner and the Christmas project. In May 2004, a donation of travel size lotions, hair care products and bath soaps was received and distributed by the **West Point** Health and Human Services staff. Also in May 2004, Krista Garthright, a Wayne State College student, began her internship under the direction of Leslie Schlecht PSW (West Point local office). Krista has accompanied Leslie to various home visits, experienced the removal and placement of children, attended school, community and agency meetings, and observed court hearings regarding Children and Family Services cases. Krista also attended 27 hours of PRIDE Foster Parent Pre-Service training, distributed and displayed foster care recruitment items at businesses and community activities, and has attended various Foster Parent Support Group meetings and training. Krista anticipates the completion of her internship experience prior to January 2005.

The **Fremont** and **Blair** offices had three college interns and three office volunteers during this past year. Several donations were made including (but not limited to) new homemade blankets for state wards, new clothing for state wards, and booster seats for state wards. Other donated items include fluorescent light bulbs for the office, informational books for foster parents (from a foster parent who found them helpful), and the holiday food and toy baskets.



Former O'Neill intern, Rebecca Montgomery working at her desk as a Protection and Safety Worker with the Integrated Care Coordination Unit.

Volunteers in **Keya Paha County** were generous with their time by helping recruit foster parents at a local fair. Christmas was made special in **O'Neill** and **Valentine** by area organizations. The donation total in 2004 for **O'Neill** was \$3,819 and the donation total in **Valentine** was \$2,835. **Ainsworth** also received the donation of two cribs in 2004. These were given to families that had babies but no beds for them to sleep in.

The **Norfolk Regional Center** had 92 Volunteers during the past fiscal year, providing over 4,700 hours to patients and staff at the Center. Church groups who have adopted wards come to visit and entertain on a regular basis. Veterans and special interest groups also host parties and events regularly. Volunteer groups also host many seasonal events. Many patients enjoy the company and activities provided by the Volunteers. Individual Volunteers assist in the Patient Library, Volunteer Clothing Room, Occupational Therapy, Recreational Therapy, Canteen and offices. They provide valuable assistance and friendship to the patients. Community Service Volunteers provide many hours working with the ground's keeping staff.

Donations of clothing, food, community event tickets and gifts for every patient during the Holiday season enhance the quality of life for each patient. Donations totaled \$14,915 for the last fiscal year.

All individual and group Volunteers are recognized yearly with a token of appreciation and personal thank you note.

Norfolk Veteran's Home No volunteer information was received.

Southeast Service Area

Beatrice Office: HHS has had some great volunteer activity this fiscal year. At a recent Children's Literacy Fair, volunteers gave away new and used books donated from the Educational Service Unit and the Beatrice Library.

Last Christmas, two girl scouts working on their Silver Award assembled and stenciled 10 wooden doll cradles, made small quilts, doll clothes and purchased dolls for each cradle. These were given to children in foster care and to the local domestic violence shelter.

This spring HHS received 60 foster care "kits" from a local girl scout troop. Each gallon size zip-lock bag was packed to the top with a washcloth, a large size shampoo, body wash, toothbrush and toothpaste, brushes or combs, soap, and lotion. Half of the bags, meant for younger children, contained small toys, coloring books, crayons, and books in addition to the toiletries.

Beatrice State Developmental Center: Emphasis at B.S.D.C. has always been on

the quality of life for the individuals who call this home. Relationships between the individuals served and those who work here are an opportunity to make this happen. This provision is met with two programs that meet the needs of the individuals and the desires of the staff. These programs are **“Adopt-an-Individual”** and **“Special Friend”**.

The former project allows staff who is directly involved in the care and training of individuals, to spend up to two hours per pay period with an individual. These staff are not considered volunteers (though it is administered by the Volunteer Coordinator), but it does allow them personal interaction beyond their regular duties to spend with individuals on campus.

The second program allows professional staff to interact on a personal level with individuals. These persons are truly volunteers, as they must use only their off-work hours. The individuals are taken off campus to various community activities, family events, and local movies and restaurants...even Nebraska games!

The most revealing character of the staff at B. S. D. C. is the significant number of staff who have become special friends after they leave employment here. They do not want to lose contact with the Friend they have developed over the years.

At B.S.D.C. being a Volunteer means being a Friend!

Crete Office: “Crete HHS office has a very special volunteer, Kathy, who put in over 116 hours in 2004 assisting with answering phones and entering RMS data on the computer. Just prior to Christmas 2003, the Dorchester After-School Club, a group of 4th and 5th grade students, partnered with several local business sponsors to donate new backpacks with school supplies and stuffed animals for foster children. Each club member also personally decorated a special “treasure” box for storing personal items. For Valentine’s Day, Crete Sertoma created individual packages of small gifts and candy for each of the foster children currently in care. In July, the same club gathered a store of new clothing items, suitcases, diapers, hygiene supplies, school and art supplies, books, stuffed animals and toys, and pillows to be distributed to foster care wards as needed. This donation was featured on the cover of the Aug.’04 issue of “Connections”. Crete CISDA and Saline Eldercare have also provided family-specific donations of children’s clothing and jackets, diapers, toys, medical supplies, and personal items on an as-needed basis.”

Geneva Youth Rehabilitation and Treatment Center: The YRTC-Geneva has had an exciting year working with our volunteers in 2004-2005. The Nebraska Women’s Federation had donated enough yarn this year for our girls to knit over 60 baby blankets. These blankets were distributed through out the state for mothers in need of assistance at Hospitals in Nebraska and other Agencies.

This years YRTC-G Volunteer of 2005 is “The Nebraska Women’s Federation”, Ms. Liz Gerberding and Ms. Kathy Flock will be accepting the awarded on their behalf during our annual Spring Banquet April 23, 2005 which honors our Volunteers. Their group has made it possible for our girls to make the baby blankets and in addition to helping in donations which went to the Chapel of Hope. We are so grateful to have these individuals and groups with such kindness to give to the youth of our future. Overall, our volunteers have continued to be a great asset to our girls. Their time and energy is so appreciated in helping the girls in both settings as Individuals and Groups. The Volunteer Program continues to grow each year as we add more dimensions and people to meet the needs of YRTC-G. Currently, we have approximately 40 plus volunteers who help out with our girl’s. The Volunteers include individuals who take our youth on weekly visits. This is a program designed to help an individual if they have no parent or guardian who can visit them during their time at YRTC. We also have our organizations such as Prison Fellowship, and Local Churches who meet the spiritual needs of our girls. This year the Prison Fellowship Volunteers were able to obtain a nationally known Christian Rock Band “Thirstborne” to perform in the Chapel of Hope. This event was exciting for both the band and our girls (plus a little loud for the younger generation) as afterwards the band took time and autographed pictures for each girl who attended and spent a little time talking with all of them. The efforts of those who volunteer are greatly treasured by both the girls and our staff. Thank You to all who serve as a Volunteer in Nebraska from the YRTC-G staff.

Lincoln Central Office has enjoyed the skills of volunteers utilizing their clerical duties for mass mailings, labeling & stuffing envelopes to filing and computer data entry. The Diversion program through the Court System uses our Volunteer program, which we are grateful for in making the Volunteer program a win-win situation for us as well as the Volunteers needing to complete community service. We still are fortunate to maintain the Volunteers in our Distribution Center assisting us with the volume of mail being dispersed on a daily basis.



The **Lincoln District HHSS Office** and the **Omaha HHSS** area served by two part-time volunteer coordinators. The volunteer coordinators are responsible for the placement of interns and volunteers within various HHSS departments. This past year, 35 interns were placed. These interns were placed in the areas of: Safety and Protection, Resource Development, Social Services, Human Resources, Child Support and Fraud Investigation. Some of these interns were recruited via practicum fairs. The volunteer coordinators attended practicum fairs at Southeast Community, Lincoln campus, Nebraska Wesleyan University,

Union College and the University of Nebraska, both Lincoln and Omaha campus's. Interns placed within HHSS came from the following schools: University of Nebraska-Lincoln, University of Nebraska-Omaha, Doane College, Union College, Southeast Community College, Lincoln School of Commerce, Creighton University and Dana College.



The Lincoln District HHSS Office continues to partner with AARP Senior Community Service Employment Program and serves as a host agency for the placement and training of AARP persons. Three senior volunteers were placed within the Lincoln Office. These volunteers are used mainly in a clerical support capacity. They assisted with such duties as filing, sorting mail, putting packets together and completing simple computer tasks. The Omaha HHSS office utilized one senior volunteer from the Eastern Nebraska Office on Aging (ENOA).

The Lincoln District Office worked closely with ServiceLinc, Region V Office of Developmental Disabilities and Vital Services, three agencies who serve adults with developmental disabilities. These agencies provided HHSS with volunteers who assisted with tasks such as purging old case files, and assembling of new case files. Their assistance was proven to be invaluable especially during times of staff shortages.

The Lincoln District Office also worked closely with the Nebraska Workforce Development Program to obtain volunteers. Volunteers from this program complete 27 hours of volunteer work per month for HHSS. Three volunteers were utilized and completed such tasks as filing, assembling of packets, and light typing duties. The Lincoln Local HHSS Office received assistance from several Independent Care facilities to help with project such as mass mailings. Residential facilities involved included Burke Plaza, Mahoney Manor and Malone Manor.

In May of 2004, Lincoln Local HHSS joined with Nebraska Vocational Rehabilitation Services to assist them with providing on the job training services for their clientele. Vocational Rehabilitation volunteers assisted HHSS staff with tasks such as filing, data entry, mail room duties, and phone duties.

The Lincoln Office also received various donations from local sources. The Folsom Children's Zoo provided 200 free zoo passes for foster families this summer. The Lincoln Quilters Guild provided quilts for infants and children entering foster care. The Warren United Methodist Church provided Christmas gifts to HHSS children and families.

Lincoln Regional Center benefited from the time, talent, and expertise of 174 volunteers. They gave a combined total of 27,754 hours to our clients and our staff.

In addition to the valuable hours spent with our clients we had volunteers help with a number of special projects. The United Way “Day of Caring” campaign sent three workers to help install plaques for our arboretum plants.

Nebraska Wesleyan University’s Lend a Hand Day brought 15 students to our Community Transition Program to paint the recreation room.



Pius X High School came to Lincoln Regional Center on a rainy, cold day to clear the grave stones in our two cemeteries. LRC provided lunch, a warm, dry place to eat it, and an historical/motivational speech from our CEO, Barb Ramsey.



Two boy scouts performed community service here to earn their Eagle Scout badge.

Four (4) Master Gardeners completed their community service hours by working with Dave Nicklas, our ground supervisor. They were invaluable assistance with the spring and summer ground beautification that needs to be done each year.



Via grants Wood Pond has been undergoing renovation for the past year. With the aid of a grant from AstraZeneca new plantings and walking trails were installed around the pond. This was rededicated during Mental Illness Awareness Week with a full day of activities.

LRC began that day with an outdoor pancake feed followed by open houses in each of the services, singers from Lincoln Southeast, historical perspective by Jim McKee, and then a ceremony and ribbon cutting at the pond featuring Lincoln Mayor Seng.



Role models, cooks, weeders, or tutors—we appreciate all the work done for the joy and health of our clients. We express that to them often and in April presented each with a clock as a small thank you for the selfless contributions they make.

Nebraska City Office: The Nebraska City office enjoys the diligent assistance of Paulette, who has served us well for over five years. She aids our support staff in various activities and we appreciate her dedicated service. This summer we will also be taking on a new intern from Peru State College. Rena Pugh is pursuing a Psychology/ Sociology degree and will be working closely with Protection and Safety.

Plattsmouth Office: Barb Hollar, volunteered assisted clerical support with 24.5 hours in the Plattsmouth Office this last year. The Plattsmouth Library collected School supplies for children to start the school year off with. During Christmas time HHSS worked with the local VFW and other community member and provided 152 families with a food basket, clothing, and Christmas gifts for children. Two of our local churches provided 26 Christmas gifts for children that where in Foster Care. The Beaver Lake & Murray Lions club donated gym bags for children that enter Foster Care, so that these children would have a way to carrier their belongings. The Lions Club also sponsored a youth that was in Foster Care by assisting with purchasing Senior Pictures. Thanks to Project Linus through the Plattsmouth School, HHSS was able to provided blankets for our foster parents to give children coming in to care to be able to give these children something that they can take with them when they return home. The Organization of Plattsmouth Woman continue to donated cars seats for Cass county clients, they have done this for the past five years, and is a much needed service. These are just a few examples of how our volunteers and Cass County community member make a positive difference in our community and I'd like to express HHSS gratitude for all that they do. Laura Weatherby

Seward Office: Since 2000, the Kiwanis Club of Seward has volunteered to deliver the noon meals to HHSS clients who need and qualify for this service. The club has a volunteer coordinator who writes up the delivery schedule, and the coordinator will pick up the meal if occasionally a volunteer forgets. Since 2000, there have been two volunteer coordinators Bob Dahms and Gene Brott both of Seward. In 2000, one HHSS customer needed a home delivered meal. That number grew to six people needing a noon meal five days a week. Currently that number has dropped, and is back to the one original meal recipient. One of the delivered meal volunteers for the past three years has been T. J. Fraser of Seward. He views his volunteerism as having an opportunity to look in on, and show concern for the aged people in the community. T. J. said that by being a volunteer he has met some very interesting people, and he is helping, and being a part of the Seward community.

Tecumseh Office: Tecumseh has two volunteers. One volunteer comes in on a regular basis every Thursday and Friday. She handles the receptionist duties thus freeing up the client intake clerk to give the workers added clerical support. The other volunteer comes in as needed. She has worked with the department in the past as an RD worker and brings many skills and understanding of policy and program areas. This is very helpful as she deals with clients when they come in asking questions. She knows what programs or staff they need directed too.

Wahoo Office:

In Memory –

Marilyn Haines oozed care and concern for others, her laughter would ripple through a room, she would shed tears with another, and I was honored to have known her. Marilyn volunteered to the nth degree with the VFW, the American Legion, her church and just for people. When she retired, she ended up ‘volunteering’ as a full time job and then some. We would tease her about retiring to make life easier but that’s not how Marilyn did things. She sang all over the country for the Legion and the VFW Auxiliary. She typed more ‘minutes’ than anyone I’ve ever met. And she was always there for her friends, and did she have friends! Every time I had lunch with her, at least 3 people would stop by to visit. Marilyn Haines spread sunshine and laughter everywhere she went, touching others in her own unique special way. That’s a volunteer.

Kathy Hanson - Wahoo HHS Office

York Office: In the York HHSS Office Ms. Kathy Dreppez has been a volunteer for the past year and a half, after being employed for the Nebraska Health and Human Service Systems for thirty-four years. Kathy volunteers, on the average, once a month in the York Office. She answers the telephone and tabs files. Kathy stated that volunteering keeps her in touch with her former co-workers, and occupies some of her extra time.

Southwest Service Area

Imperial Office: The Imperial Office uses volunteers to deliver Thanksgiving and Christmas donations. Volunteers in Benkelman collect food and toys for families in Dundy County. Several individuals and organizations assist in Hayes and Chase Counties.

Lexington Office: Volunteers have many different roles and opportunities through the Lexington Local Office. Students are placed through the University of Nebraska at Kearney as interns. They are supervised by staff and gain valuable experience working with families and other agencies in the community. Volunteers are also utilized to assist with clerical tasks such as answering the phone and filing. Groups volunteer at

the holiday to help wrap presents for the foster children. Three individual volunteers have worked with the department this year, and one group. The local office volunteers received clocks in appreciation of their valuable service to the department.

McCook Office: The people of Southwest Nebraska have showed their generosity and giving spirit time after time. We have businesses, organizations, and individuals that donate everything from gift certificates, food, clothing, toys, etc. to those less fortunate. This is especially evident at Christmas time, but we also receive donations for Thanksgiving and Easter as well as Foster Parent Appreciation. We also have those organizations and individuals that donate for other needs. One group put together backpacks with school supplies and other goodies for foster children. Several churches in the area make comforters for us to give children and families. We have one 92-year-old lady who has donated 50 handmade comforters this year alone! A class of third graders gathered a huge box of toys for a sibling group of four foster children. This part of my job reinforces the fact that there are still a lot of good, caring people in the world.

North Platte Office: The North Platte Office had four volunteers that assist the office on a regular basis. They help in many ways such as setting up folders for new clients, filing, stuffing envelopes and other special projects that come up. These volunteers free up a lot of time for the caseworkers. Each volunteer was recognized in May with a card and gift certificate to Wal-Mart. They also received a small digital clock that thanked them for their time. We have two volunteers who have been assisting the office for 15 or more years, through the RSVP program. They have recently decided to move on with their volunteer work in other environments. We will miss them very much and thanked them for all they have done for us with a special card.

Ogallala Office: Our Volunteer's Appreciation Luncheon was held in June of 2004 to recognize the seven volunteers that volunteer their time in the Ogallala Office. The Ogallala staff prepared a potluck luncheon with the room decorated with the theme of "going to the beach". Each volunteer received a thank you gift of a clock.



We also remembered our volunteers with a soup and dessert luncheon. Each volunteer received a small gift of appreciation from the Ogallala staff, which consisted of a small, Christmas pail filled with bath items.

The Ogallala Office appreciated the time their volunteers contribute to help with the front desk, especially during the noon hour, filing, answering the phone and purging files. We are also very fortunate to have a group of ladies that is willing to help with the front desk coverage in an emergency. It is not often that we hear "no" from our volunteers.

Western Service Area

Alliance Office: The Alliance Office had two active volunteers during 2004. These ladies provide a vital help in keeping our office running smoothly, greeting customers, making appointments, and answering the phones. Marge is always willing to come in when asked and has been a valuable part of our office for over eight years. Linda is a newer volunteer and helps whenever possible. These two ladies had a total of 100 hours of volunteer time in 2004. Also in 2004, the Project Linus Chapter from Pat's Creative in Hemingford distributed 161 blankets in the northern panhandle. New, handmade blankets, quilts and afghans are created by loving blanketeers and donated to the project to be distributed to children who are seriously ill, and to foster children when they are placed in care. Volunteers in the Alliance area are a valuable and very appreciated resource.

Bridgeport Office: This year we have had 2 volunteers in the office. Our younger volunteer helps in the food pantry that is located in our office. She sorts food and stocks it on the shelves. Our other volunteer works at the front desk answering the phone and doing other clerical duties as needed.

The Giving Bee, a group of women from the Garden County area, supplied our area foster children with quilts and large canvas bags. At Christmas they donated a quilt to each boy at the Nebraska Boys Ranch in Alliance. We were able to deliver the quilts to the Ranch and the boys picked out their own quilts. We also delivered books that were received through the Volunteers of America in Lewellen.

Chadron Office: The 2004 Caring Sharing Season was another success. This project begins the week before Thanksgiving and this year was completed by December 18th. A group of 43 Volunteers (working a total of 959 hours) received, sorted, wrapped, delivered, etc., "baskets" of food and gifts to 84 families. A total of 183 children received at least one, if not two, new toys. Also given out were 308 coats that had been cleaned by our local Laundromat. There are more volunteers community wide that we have not counted time such as the Chadron Public School, students and teachers, who have canned food challenges between the grades to see who can donate the most! Cruiser and motorcycle groups who ride for the kids, Wal-Mart employees, Job Corp students, Youth Build, many Chadron State College organizations and various other groups are just the tip of the iceberg for uncounted volunteers! This program would not be the one it is without all of the volunteers. Thank you!

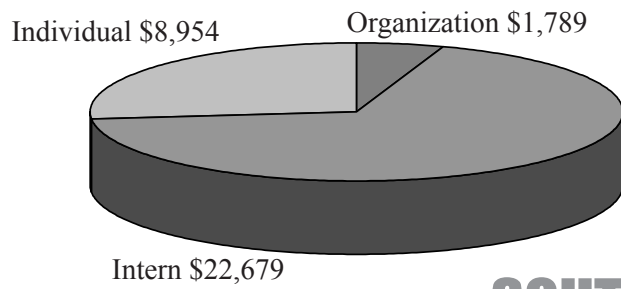
Gering Office: In 2004, the Gering office had 7 volunteers who put in a total of 161 hours of volunteer time. The volunteers helped primarily with support activities such as photocopying, filing, putting packets together, working on Foster Parent recruitment handouts, detailing state cars, preparing tabbed dividers for files, and assisting at the front desk. Volunteers receive small tokens of appreciation from the HHS office. Recognition is given to all community volunteers annually through the Star-Herald and a dinner for volunteers, organized by the Volunteer Bureau.



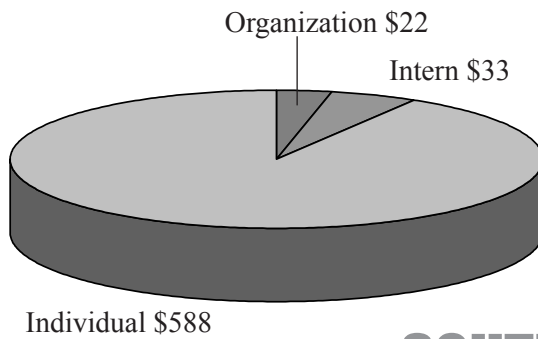
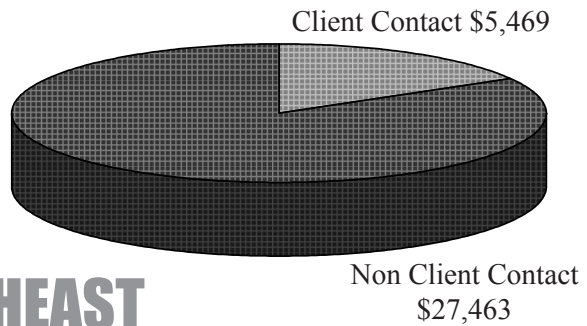
Western Nebraska Veterans Home:

The Western Nebraska Veterans' Home has had many new changes this year. We are still excited about our new addition opening up on September 16, 2005. We now have a great room where we hold most of our activities and functions. We have a service area window we open and close for food serving in our great room. We have a new special care lounge with a fireplace. Our special care members have really enjoyed the use of this room. We also have a new canteen (General Store)

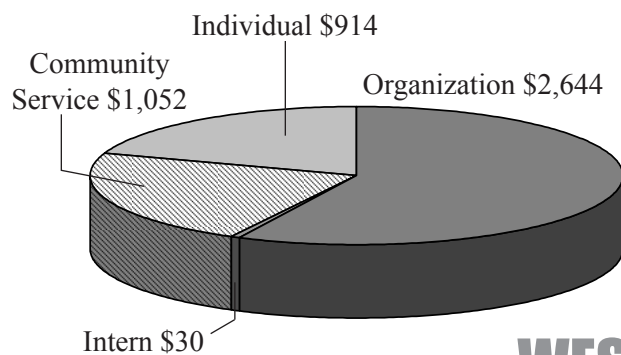
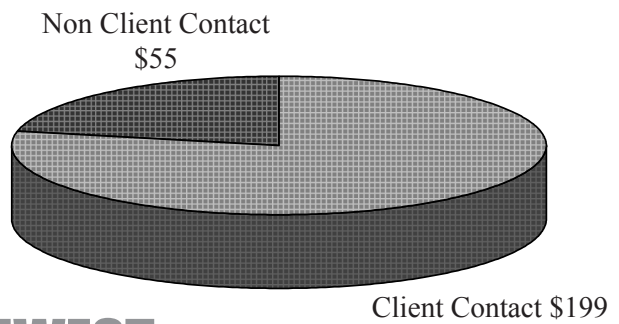
and a solarium west of our storage area, reception area, & a new front entrance. All of our volunteers and guests are welcome to come in and see us. Please feel free to stop in and visit.



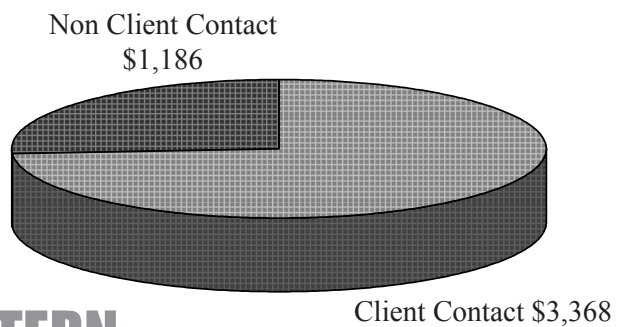
SOUTHEAST

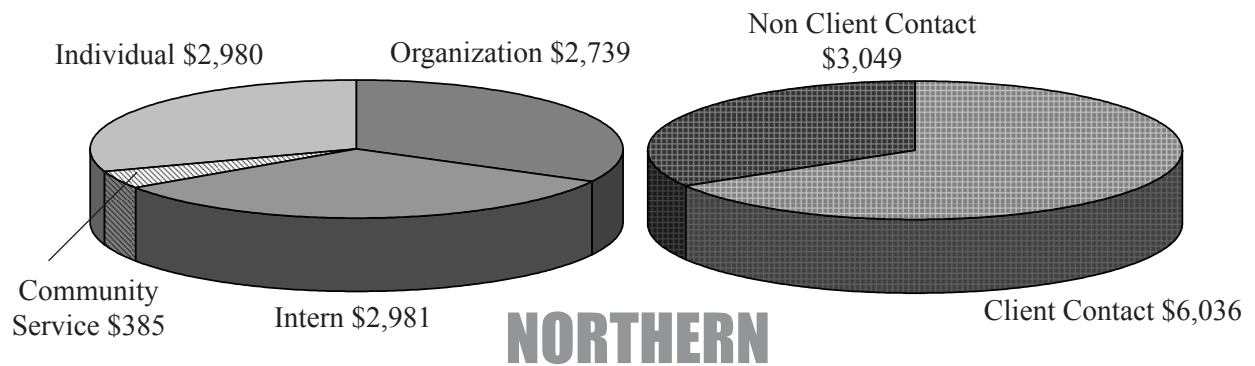
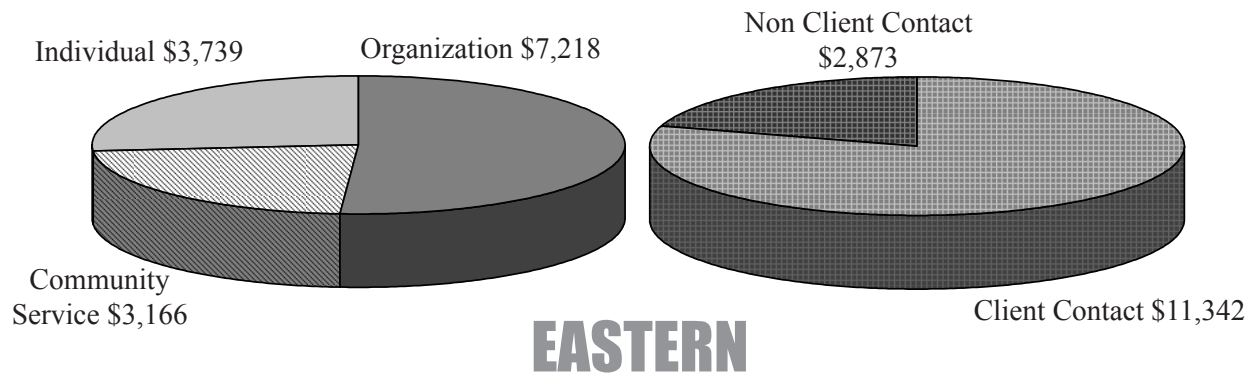
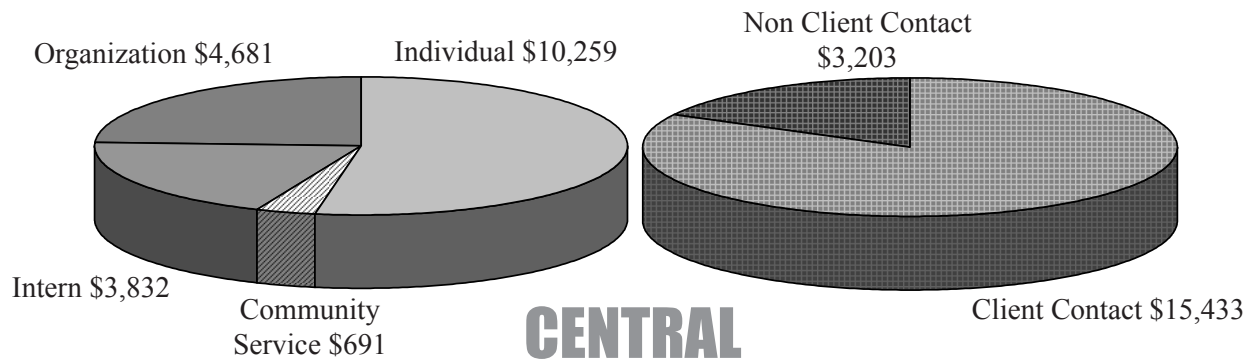


SOUTHWEST



WESTERN





NEBRASKA HEALTH AND HUMAN SERVICES SYSTEM

2003-2004 Volunteer Coordinators

CENTRAL AREA

*Joanne Badura, Grand Island Veterans' Home
Hastings Office - none
Linda Minard, Kearney Office
Sherene Morris, Broken Bow Office
June Oliphant, Grand Island Office
Ord Office - none
Dick Wetjen, Kearney YRTC

SOUTHWEST AREA

Norma Cox, Imperial Office
Laura Davis, North Platte Office
Laurie Moorhous-Orr, Ogallala Office
*Kristi O'Meara, Lexington Office
Karen Roland, McCook Office

WESTERN AREA

Karen Boysen, Alliance Office
Lynn Fitzgibbon, Chadron Office
*LeAnn Laurent, Bridgeport Office
Yvonne Lease, Kimball Office
Tricia Lee, Gering
Louann Nicholaus, Sidney Office
Jeanette Fisher, Western NE Veterans' Home (Scottsbluff)
Laura Singleton, Western NE Veteran's Home (Scottsbluff)

NORTHERN AREA

Patti Brady, Neligh Office
Jennifer Buss, Norfolk Office

Peg Emory, Norfolk Regional Center
Maggie Fleming, Columbus Office
Bob Furr, Fremont Office
Kate Hofman, Norfolk Veterans' Home
Ruth Moore, Dakota City Office
Judi Pedersen, Fremont Office
*Bob Thomas, O'Neill Office
Darci Wittler, Norfolk Office

SOUTHEAST AREA

Janet Apfelbeck, Beatrice Office
Mike Baumfalk, Fairbury Office
Theodore Burns, Wilbur Office
Brenda Coonrod, Seward Office
Polly Griess, Lincoln Regional Center
Jenise Kouma, Wahoo Office
Angie Lewis, Falls City Office
Eike Marthaler, Lincoln Office
Pat Pittman, Lincoln Office
Bette Rabstejnek, Auburn & Tecumseh
Larry Ramsey, BSDC
Avis Rathje, David City Office
*Shawn Maloley, Geneva YRTC
Teri Stukenholtz, Nebraska City Office
Laura Weatherby, Plattsmouth Office

EASTERN AREA

William Grayson, Omaha Office
*Patti Howe, Thomas Fitzgerald

CENTRAL OFFICE

*Rita Imlay
Karen Johnson - Policy Cabinet Liaison
Mary Sukovaty – Vol. Hour Statistician

- Denotes Area Lead

Nebraska Health and Human Services System

Volunteer Program Area Leads 2003-2004

Central

Joanne Badura
Area Lead -Grand Island

Northern

Bob Thomas
Area Lead -O'Neill

Southeast

Shawn Maloley
Area Lead- Geneva

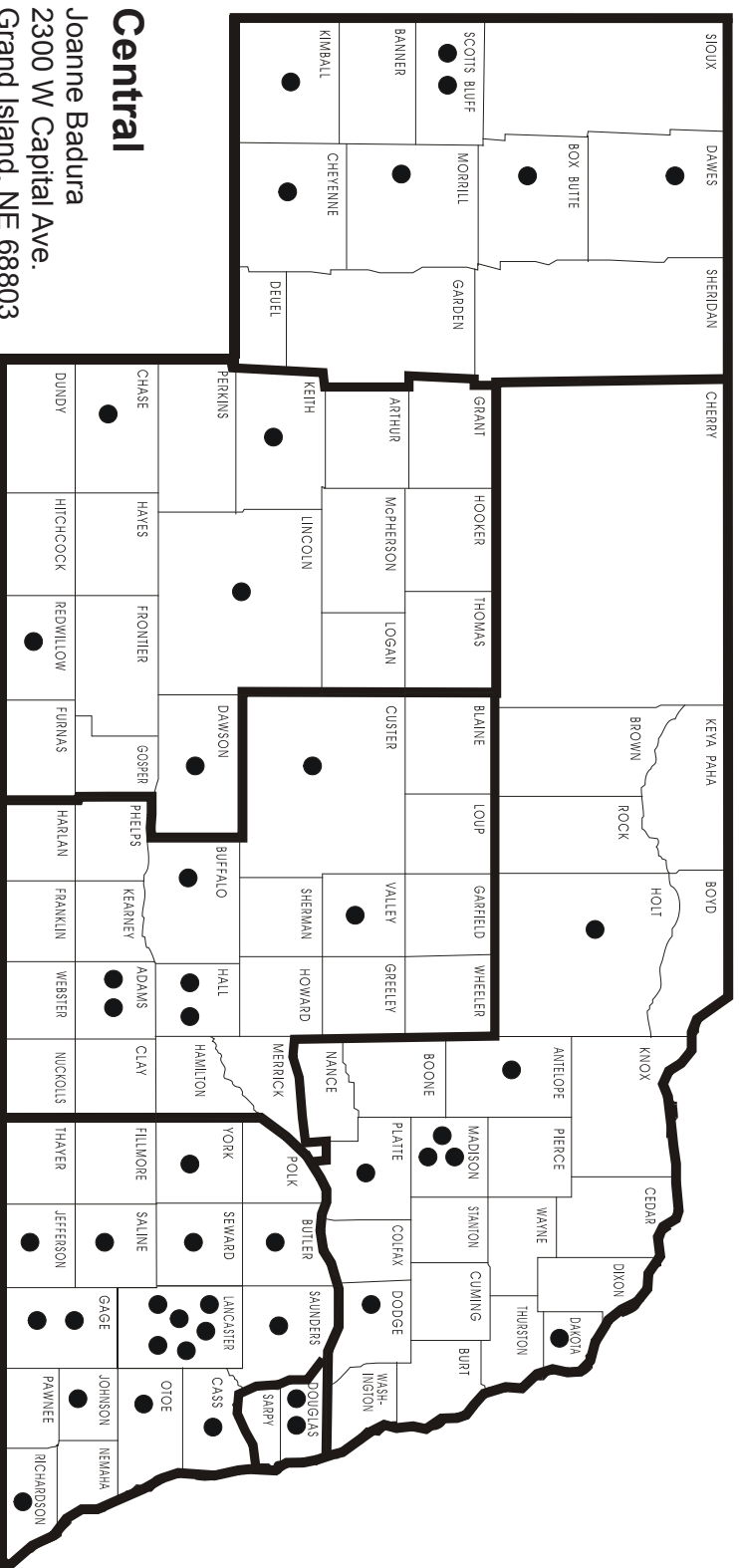
Southwest

Kristi O'Meara
Area Lead- Lexington

Western

LeAnn Laurent
Area Lead - Bridgeport

Nebraska Health and Human Services System Volunteer Program Area Leads 2003-2004



Central
Joanne Badura
2300 W Capital Ave.
Grand Island, NE 68803
(308) 385-6252 ext 452

● Denotes location of local Volunteer Coordinators, including facilities

Northern
Bob Thomas
P.O. Box 669
O'Neill, NE 68763
(402)336-2750

Southeast
Shawn Maloley
855 N. 1st
Geneva, NE 68361
(402)759-3164

Southwest
Kristi O'Meara
P.O. Box E
Lexington, NE 68850
(308)324-6633

Western
LeAnn Laurent
P.O. Box 669
Bridgeport, NE 69336
(308)262-1913

Eastern
Patti Howe
15345 W. Maple Rd.
Omaha, NE 68164
(402)595-2180 Ext. 235

History of Volunteer Coordination Team Facilitators (July-June)

Beginning –1999 Volunteer Coordination Team Facilitator - Pat Taft – Lincoln Office

1999-2000 & 2000-2001 Volunteer Coordination Team Facilitator – Lynn Brehm – Lincoln Office

2001-2002 Volunteer Coordination Team Facilitator – Larry Ramsey – Beatrice State Development Center

2002-2003 & 2003-2004 Volunteer Coordination Team Facilitator – LeAnn Laurent – HHSS Bridgeport/Gering

2004-2005 Volunteer Coordination Team Facilitator – Joanne Badura – Grand Island Veterans Home

The Nebraska Health and Human Services System
is committed to affirmative action/equal employment
opportunities and does not discriminate in
delivering benefits or services.
ADA/AA/EOE

NEBRASKA HEALTH AND HUMAN SERVICES SYSTEM



DEPARTMENT OF SERVICES • DEPARTMENT OF REGULATION AND LICENSURE • DEPARTMENT OF FINANCE AND SUPPORT